

INSIDE

CRO Builds Its Audience

The Congressional Relations Office's new virtual lecture series, developed to address the pandemic, is attracting participants far beyond Capitol Hill.

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Tyler Russell

Brandon Daghestani, an OCIO End User Services contractor, installs a monitor and docking station in a Madison Building office earlier this week.

OCIO Supports Transition to More On-Site Work

BY SAHAR KAZMI

Staff will return to updated technology and workspaces.

Science-fiction author Arthur C. Clarke famously proclaimed that “any sufficiently advanced technology is indistinguishable from magic,” and while the Office of the Chief Information Officer (OCIO) is staffed with more specialists than sorcerers, they’ve spent the past year dedicated to making Library technology as seamless and effective as possible for the Library’s largely remote workforce and increasingly online user base.

Now that more staff will slowly begin returning on-site as part of the Library’s phased reopening plan, OCIO senior leaders shared how their teams are optimizing Library IT for a smooth transition

back during OCIO’s quarterly tech forum on May 20.

Kicking off the proceedings, the IT Service Operations team announced a welcome update for Library iPhone users: Starting this summer, all Library-issued iPhones will be upgraded to iPhone 11. With double the storage of the current Library iPhone 7 model, the iPhone 11 will provide staff with a longer lasting battery, a better camera and facial-recognition unlocking capabilities.

The team also informed staff about the upcoming recertification process for the Library’s PIV tokens. A USB device used to sign

OCIO, CONTINUED ON 7

NOTICES

DONATED TIME

The following employees have satisfied eligibility requirements to receive leave donations from other staff members. Contact Lisa Davis at lidav@loc.gov.

Lynette Brown

Stephanie Jefferson

COVID-19 UPDATE

The Health Services Division (HSD) continues to monitor Library staff members with symptoms, clinical diagnoses or positive test results associated with COVID-19. On May 27, HSD announced that it had received one new report of symptoms of COVID-19 or confirmed cases since its previous COVID-19 announcement on May 20. Most employees reporting symptoms are not diagnosed with COVID-19, but, out of caution, the Library is monitoring all reports of symptoms.

More information on the Library's pandemic response: <https://go.usa.gov/xdtv5> (intranet) or <https://go.usa.gov/xdtvQ> (public-facing staff webpage)

EXPIRED LIBRARY ID BADGES TO BE CONFISCATED

The U.S. Capitol Police have determined that after June 30, officers will confiscate expired Library identification badges. Electronic access with card readers will also end on that date.

Staff who return on-site after June 30 will be granted one-time access to have their badges renewed. Staff working on-site in the Capitol Hill complex can renew their badges at the Badging Office, LM G-11, on Mondays and Wednesdays from 9 a.m. to 3 p.m. Expired badges can also be renewed at the Cabin Branch badging station on Mondays until June 28 between 9 a.m. and 3 p.m. Those requiring 117th congressional ID badges must pick up their badges at the Madison Badging Office. An approved [Form 1826](#) is required for ID badge renewal.

REMINDER: REQUIRED RECORDS MANAGEMENT TRAINING

The Records Management Basic Awareness 2021 training course is available through [LOC Learn](#). All Library staff, as well as all contractors, interns and volunteers who handle Library records, are required to take the course by Sept. 10. It should take about one hour to complete.

Per LCR 5-810, "Records Management," each year all Library personnel are required to complete the course. Per LCR 5-810, all new Library personnel are required to complete the course within 30 days of their start date.

For questions about the content of the course, contact the Records Management Division at records@loc.gov. For technical assistance in accessing the course, submit a request through [AskHCD](#).

More information about records management is available on the division's [intranet page](#).

GAZETTE

LIBRARY OF CONGRESS

loc.gov/staff/gazette

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MISSION OF THE LIBRARY OF CONGRESS

The Library's central mission is to engage, inspire and inform Congress and the American people with a universal and enduring source of knowledge and creativity.

ABOUT THE GAZETTE

An official publication of the Library of Congress, The Gazette encourages Library managers and staff to submit articles and photographs of general interest. Submissions will be edited to convey the most necessary information.

Back issues of The Gazette in print are available in the Communications Office, LM 143. Electronic archived issues and a color PDF file of the current issue are available online at loc.gov/staff/gazette.

GAZETTE WELCOMES LETTERS FROM STAFF

Staff members are invited to use the Gazette for lively and thoughtful debate relevant to Library issues. Letters must be signed by the author, whose place of work and telephone extension should be included so we can verify authorship. If a letter calls for management response, an explanation of a policy or actions or clarification of fact, we will ask for management response.—Ed.

Library of Congress Gazette
Washington, DC 20540-1620

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Design and production: Ashley Jones, 7-9193, gaze@loc.gov
ISSN 1049-8184

Printed by the Printing Management Section

GAZETTE DEADLINES

The deadline for editorial copy for the June 18 Gazette is Wednesday, June 9.

Email editorial copy and letters to the editor to mhartsell@loc.gov and wmal@loc.gov.

To promote events through the Library's online calendar (www.loc.gov/loc/events) and the Gazette Calendar, email event and contact information to calendar@loc.gov by 9 a.m. Monday of the week of publication.

Boxed announcements should be submitted electronically (text files) by 9 a.m. Monday the week of publication to mhartsell@loc.gov and wmal@loc.gov.

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CRO Hosts Popular New Lecture Series

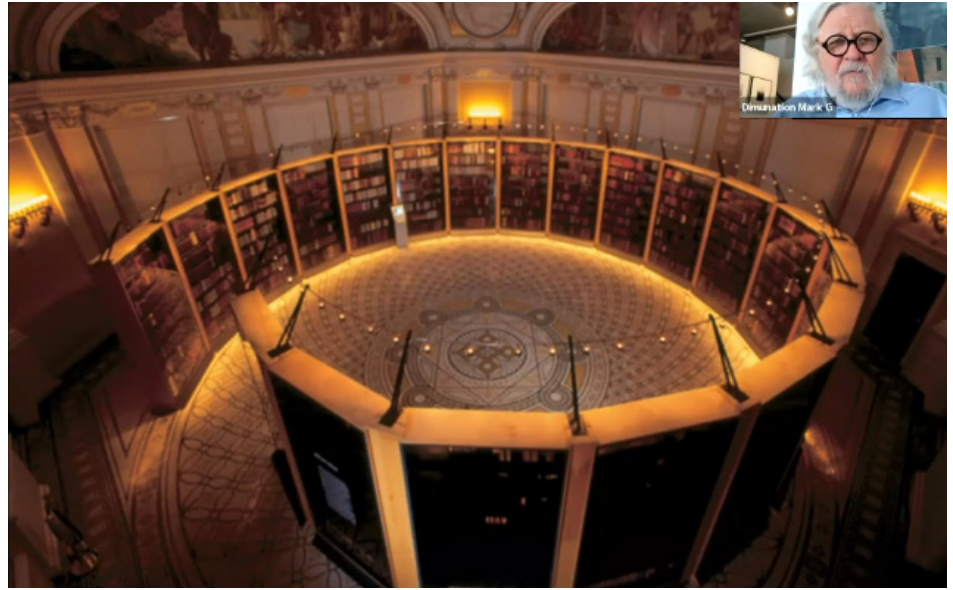
Developed to address the pandemic, the virtual lectures have drawn large audiences.

BY ELIZABETH TORKELSON

Before the pandemic, the Congressional Relations Office (CRO) hosted regular in-person events for members of Congress and congressional staff highlighting Library collections and services. When the arrival of the pandemic put a hiatus on face-to-face gatherings, the office began looking for new ways to reach out. The result – a robust program of lunchtime lectures – has allowed us to connect with legislators and staff not only in Washington, D.C., but also in states and districts throughout the country.

At the start of the pandemic, CRO promoted the Library's new digital offerings like the [Engage](#) and [Families](#) webpages. At the same time, with help from the Library Collections and Services Group, we began exploring the idea of “virtual visits” for congressional offices as a way to bring collections to staff who were working from home. The concept of virtual visits led to a proposal to offer presentations on a scale larger than in-person meetings allow as a fun way to engage bigger audiences.

We began with a pilot program of four virtual “Lunchtime Lectures from the Library of Congress,” timed for Fridays at noon Eastern time to coincide with lunch break on the East Coast (and morning coffee on the West Coast). Each presentation lasted approximately 30 minutes, followed by a 30-minute question-and-answer session in which participants typed questions into a chat feature. The initial presentations featured John Hessler of the Geography and Map Division, who spoke about mapping COVID-19, the science of gerrymandering, political polling and the 2020 census.



Mark Dimunation (upper right), chief of the Rare Book and Special Collections Division, presented a lunchtime lecture about Thomas Jefferson's library.

Each presentation was recorded and posted on CRO's webpage for future viewing.

“The presentation topics were incredibly timely, and we started getting a good number of congressional staff at each of these virtual events,” said Sarah Boliek, CRO's director.

Given the level of interest, CRO first mapped out presentations through April 2021. Subjects ranged from matters of current interest, such as a post-pandemic world order and U.S. relations with China, to historical topics like the Library's presidential inaugurations and Frederick Douglass collections and the story of the Library's founding to coincide with the agency's birthday in April.

In post-event surveys, we were encouraged to continue the series with comments such as, “This was really fascinating. Thank you very much for the thoughtful, engaging and concise presentation,” and “Amazing resources! Could tell staff is very experienced in online presentations – among the best I've seen!”

To date, we have had a total of 1,245 attendees across 16 lunchtime lectures. Broken down, we

have had 11 unique members of Congress, 11 unique congressional spouses or partners and 956 unique congressional staff members or interns.

CRO now intends to carry the series through the end of 2021, keeping it virtual to accommodate both staff who are returning to their offices and those who are not on Capitol Hill. When considering topics for lectures, CRO is considering heritage months and historical events, along with subject-matter expertise that may be of interest to Congress.

Upcoming topics include June–teenth, the “Star–Spangled Banner” and educational resources from the Library timed to the start of the new school year. In addition, Sarah Binder, a recent Kluge Chair in American Law and Governance, will present a lecture.

“We look forward to continuing this popular series that engages, inspires, and informs Congress and congressional staff with the collections and resources of the Library” says Boliek.

If you have an idea for a future lecture, reach out to CRO at cro@loc.gov. ■

Reading Rooms Reopen, Parking Changes Announced

For the first time since March 12, 2020, when the Library closed to the public to mitigate the spread of COVID-19, researchers stepped foot into Library reading rooms this week. As of June 1, registered readers can make appointments to visit the reading rooms of the Law Library and the Manuscript, Geography and Map and Serial and Government Publications divisions. The reopening builds on the success of the temporary Electronic Resources Center that was open periodically by appointment starting last September.

During each appointment time, a limited number of researchers can be present. The Library has installed plexiglass shields to protect staff and researchers, and everyone in reading rooms must



Shawn Miller

Librarian of Congress Carla Hayden (from left) with Janice Ruth and Alex Lorch of the Manuscript Division in the Manuscript Reading Room on June 1.

follow the Library's health and safety protocols. The reopening is

the first step in the Library's plan to gradually resume on-site public services and access. Other reading rooms remain closed for the time being.

To support the reopening, additional Library staff returned to on-site work, [as previously reported](#). The Library announced changes to the parking policy in the Madison Building garage as a result. Specially issued parking passes are now required to use the garage during weekdays before 1 p.m. After 1 p.m., if space is available, any Library employee can use the garage.

More information about this temporary parking policy is available in a [special Library announcement](#) released last month. ■

OBITUARY



Courtesy of Margaret Mortimer

Lou Mortimer with his wife, Margaret Mortimer.

Louis Mortimer Jr.

Longtime Library staff member Louis "Lou" Mortimer Jr. passed away on Feb. 21 from complications from dementia. He was 79.

Mortimer served in multiple leadership positions across the Library, including chief of the Federal Research Division (FRD), acting executive director of the Federal Library and Information Center Committee, acting director of Library Distribution Services and chief operating officer of the Copyright Office, the position he retired from in 2001 with more than

35 years of federal service.

Mortimer was born and raised in Philadelphia. He earned a bachelor's degree in history and economics from Temple University, a master's degree in economic history from Penn State, a master's degree in library science from the University of Illinois at Champaign-Urbana and a master's degree and Ph.D. in American studies from George Washington University.

At 17, Mortimer enlisted in the U.S. Naval Reserve. Later, he attended the Navy's Aviation Officer Candidates School, where he earned his commission in 1965. He was deployed on the USS Coral Sea and the USS Ticonderoga during the Vietnam War. Afterward, he left active duty but remained in the Navy Reserves, where he rose to the rank of captain. He retired with more than 35 years of Navy service.

Mortimer began his Library career in 1970 as an intern in the Special Recruit Program. Starting in 1971, he held several positions in the

Congressional Research Service (CRS). In 1991, he was named chief of FRD, where he oversaw the Library's fee-based research for the executive and judicial branches of government.

He was appointed chief operating officer of the Copyright Office in 1997. During his tenure, he helped institute a new fee structure and developed plans and selected the manager for the office's business process reengineering effort in the early 2000s.

While working at the Library, Mortimer met Margaret Whitlock of CRS (and later the Law Library), to whom he was married for 42 years. Together, they had three sons – David, Andrew and Read – and six grandchildren. In retirement, the Mortimers enjoyed trips to England, every major art exhibition in Washington, D.C., poetry readings, the ballet and the theater, as well as quiet times at home with family and dog Sunshine.

Funeral and inurnment are planned for Arlington National Cemetery at a later date. ■

National Library Service Honors Cooperating Libraries

Iowa and Virginia libraries recognized for innovative outreach.

The National Library Service for the Blind and Print Disabled (NLS) announced awards for two of its cooperating libraries last month for their outstanding service to readers with visual, physical or print disabilities.

The Iowa Library for the Blind and Print Disabled in Des Moines received the 2020-21 Regional Library of the Year Award, and the Bayside Area and Special Services Library in Virginia Beach, Virginia, received the Sub-Regional Library/Advisory and Outreach Center of the Year Award.

The two libraries received \$1,000 each and were honored during a virtual ceremony that took place as part of the biennial meeting of NLS' Midlands and Western Regional conferences. They will also be recognized at a luncheon in the Jefferson Building when pandemic restrictions ease.

"These libraries met the challenges of the past year with tenacity and creativity," Librarian of Congress Carla Hayden said. "When the world around them came to a stop, they kept moving forward, finding new ways to expand access and engage their readers and their communities."

The Iowa Library for the Blind and Print Disabled, a unit of the Iowa Department for the Blind, has more than 5,700 registered patrons and circulated 411,899 items last year, never missing a day of service even though most of its staff teleworked because of the pandemic. Volunteers supported their efforts by contributing nearly 5,000 hours of service.

The library connected with its patrons through podcasts, blogs and a YouTube channel. Its Instructional Materials Center provided accessible educational materials to help more than 100 students



Sarah Willeford (second from right), director of the Iowa Library for the Blind and Print Disabled, with the library's staff.

and their teachers transition to online learning. Library staff also set up a weekly program to read Westerns and mysteries over the phone to older patrons and lead discussions, and they created virtual programs for young readers and their families. The library is one of a small group of libraries that joined a pilot test of NLS' new refreshable braille display.

"Iowa is a small state, and we have a small library compared to so many others," Emily Wharton, executive director of the Iowa Department for the Blind, wrote in a letter nominating the library for the award. "However, our library is mighty, and its impact is huge. Its heart is even bigger."

The Bayside Area and Special Services Library in Virginia Beach has nearly 700 registered patrons and circulated 29,855 items last year. As part of its community outreach last year, library staff members gave presentations to public library branches, the local Parkinson's disease association and library and information science students at Old Dominion University.

"When the announcement came in mid-March to close libraries and limit the number of staff in

our buildings, the staff ... demonstrated their passion to serve by quickly and successfully adjusting to meet the needs of our customers," Susan Paddock, the library's manager, said.

Paddock cited a donation one patron made as a show of gratitude. "The money I gave is but a trifle compared to the benefits you gave to this old man," he told them.

NLS' director, Karen Keninger, praised NLS' network of 94 cooperating libraries across the country. "The programs and services the Iowa and Virginia Beach libraries offer are outstanding examples of the innovation and commitment seen throughout our network – not just during the past year of unique challenges, but every year since our founding in 1931," Keninger said.

NLS launched the Network Library Awards in 2005. A committee of librarians and organizational representatives selects finalists from nominated libraries, and a panel of network librarians recommends one finalist in each category to the NLS director. ■

National Library Service for the Blind and Print Disabled



Sayaka Berkley

Sayaka Berkley

Sayaka Berkley is a processing technician in the Asian Division.

Tell us a little about your background.

I was born in Japan and grew up there. After college, I worked as a flight attendant, traveling extensively and experiencing diverse cultures firsthand. I saw countless musicals in New York, had beautiful meals in France, enjoyed modern design in a classical town in the Netherlands and visited amazing museums in Italy.

I moved to the United States about 12 years ago. There were many challenges with my move to the states: language, culture and right-side-of-the-road driving among them. But I have adapted, and driving is now one of my favorite activities. I enjoy listening to jazz or classical music on my drive to work.

What brought you to the Library, and what do you do?

My primary responsibility is to keep the Japanese collection, comprising over 1.2 million volumes, organized. When I first started,

there were tons of books piled up like a mountain on deck six in the Adams Building stacks. They had accumulated since the departure of a previous technician. My first six months in the Asian Division were occupied by shelving books or shifting shelves. I quickly gained organizational and time-management skills, however, and today there are no books on the floor in the Japanese area.

During pandemic telework, I turned to one of the many Japanese collection projects set aside for staff to work on when there is extra time – which usually there isn't. In early March 2020, upon hearing of the possibility of building closures, I scanned printed materials from “Kyu Manshukoku kankei shiryō,” a collection related to the South Manchuria Railway Company, and applied optical character recognition to convert entries to Japanese characters. While working from home, I created a digital list.

Even though the original is in Japanese, many sentences and characters cannot be picked up by optical character recognition, because they use expressions and kanji that are not currently in use. So, it takes a lot of time to convert a document into a format usable online.

What are some of your standout projects?

Currently, I am working on creating a digital listing of entries from a bibliography of pre-1956 materials and documents subject to censorship in Japan. A former reference librarian, Yoshimura Yoshiko, compiled the Japanese-language publication listing the Library's holdings of mostly uncataloged World War II-era documents, materials and censored newspapers confiscated during the U.S.-led Allied occupation of Japan following the war.

My work is, again, to scan the list page by page, apply optical character recognition to convert entries into Japanese characters and correct for any mistakes. When completed, the digital list will allow these uncataloged items to be discoverable.

What do you enjoy doing outside work?

I am enrolled in coursework on data science. It's tough, but I enjoy it. I've tried applying what I have learned to the Japanese collection, and I have discovered that much interesting data can be extracted using imagination and ingenuity.

For example, with shelf space for new serials gradually growing smaller, I was curious about the average number of new serial titles coming into the collection each year. In analyzing the numbers for the past 10 years, I found that titles acquired through an exchange program with the National Diet Library of Japan accounted for much of the variation from year to year. These titles include many out-of-print periodicals that will not produce any future issues. So, I decided to shelve them separately to create more room for new serial titles for which we will continue to receive issues.

I started working at the Library because I can employ my Japanese-language skills here. My love for the Japanese collection has grown along with my admiration for the collection's librarians. Their professionalism has spurred my interest in furthering my education. I hope one day to apply my skills in data to support not only the Japanese collection but other collections as well.

What is something your co-workers may not know about you?

I am making a room for my hobby of listening to classical music. As I did when I was living alone in Tokyo, I am working on creating the best room for listening to music by measuring the size of the room and the height of the ceiling and calculating the sound reverberation. There are so many things to do. So far, I have just connected the speakers. ■

OCIO, CONTINUED FROM 1

on to Library computers and the network, PIVs have a three-year certificate. OCIO is developing an automatic update process, and additional information will be shared with the Library soon.

John Rutledge, director of IT partner engagement, shared details about OCIO's plans to support staff during phase three, part one, of operations restoration. More than 1,600 laptops were distributed to staff during pandemic operations, and OCIO is now moving forward with a transition to laptops as the Library's primary workstation devices. Although some desktop computers will remain available to meet specific Library business needs, OCIO will provide a docking station, external monitor, keyboard and mouse for staff who have received laptops during the pandemic.

"We're in the process of reaching out to staff and service unit contacts to prepare workspaces ahead of phase 3.1 staff arrivals, ensuring everyone has the necessary equipment and peripherals when they arrive on campus," Rutledge said. "We're also making individual appointments with Congressional Research Service staff to support their IT needs during the transition back on-site."

Partner Engagement staff have also begun replacing the Library's existing multifunction printers with new and improved Canon devices. Library reading rooms, staff offices and the print shop will all receive upgraded printers and copying equipment by the end of July.

Fred Simonton of OCIO's User Experience Design team rounded off the forum's presentations with a tour of all the offerings in the LOC collections app, now available for both iOS and Android devices. Although Android functionality continues to be enhanced, iPhone users now have access to a just-released "notes" feature that allows them to add and share comments about their favorite collection items in the app, Simonton said.

To close out the forum, OCIO leaders addressed questions about Library technology during a Q&A segment with staff. Some of the questions and answers appear below. A video and transcript from the forum is available on the [OCIO intranet site](#).

How do I receive a Library-issued iPhone?

Individual service units determine who is eligible to receive a Library iPhone. OCIO will work with service units over the coming months to refine a process for distributing upgraded iPhone 11s to staff.

When will the PIV token upgrade take place?

PIV recertifications will take place on a rolling basis as users' three-year certification expires. Your computer will notify you when it is necessary. OCIO strongly recommends that Library staff set up a Centrify multifactor off-line [pass-code as a backup to their PIV](#).

Will individual desktop printers be upgraded?

OCIO has no plan to upgrade desktop printers.

How will OCIO support legacy sites when Internet Explorer is retired?

Microsoft's new Edge browser has been pushed to all Library computers, and OCIO has configured a new "IE mode" in the browser, enabling

it to successfully display IE-specific sites.

How do I delete recurring Webex meetings now that I use Zoom?

Webex software is still used by some staff to connect to meetings hosted externally. OCIO is evaluating its use and will determine whether or not to retain Webex in the coming months. Staff can remove old Webex meetings and notifications by deleting the event in their Outlook calendars.

How do I prevent my laptop from locking during a Zoom meeting?

All Library computers are set to automatically lock after 15 minutes as an IT security measure. Move your mouse or swipe your trackpad periodically to prevent your computer from locking during a meeting.

Why are staff no longer receiving prompts for password resets?

OCIO updated its password policy to a no-expiration process several years ago. Key library applications like WebTA, Confluence and Momentum have single sign-on enabled to allow users to log in quickly without remembering multiple passwords.

Can I still get a telework monitor?

Contact your supervisor to make this request. ■

PRESERVING ACCESS THROUGH REFORMATTING



What does the Library do when collection items are so worn they cannot be served to patrons for fear of further damage? What can be done to prevent the loss of content from the failure of technology? Aaron Chaletzky, head of the Reformatting Projects Section, answers these questions and more in a post on the new [Guardians of Memory blog](#).

Ronald J. Murray